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**Interview Questions List**

Schemes may wish to use standard interview questions only. ICVA would recommend a mixture of standard and competency-based interview questions in order to probe underlying ethics and values of potential ICVs.

(This list is not exhaustive, and schemes are welcome to select some and add their own questions, it is a list from which options can be chosen. Schemes should copy and paste the questions used into their own interview recording/scoring sheets).

Schemes should ensure that their selection processes and interviews prompt for unconscious bias, open mindedness and the ability to deal professionally with potentially difficult feedback to the force.

**Standard Interview Questions**

1. Please tell us of your experience and skills that are relevant to this role?
2. Why would you like to become a volunteer, and in particular one who visits police custody?
3. What is your understanding of the role of the Police and Crime Commissioner?
4. What is your understanding of the role of a custody visitor?
5. Please give us your understanding of the relationship between a custody visitor and the Police.
6. What personal qualities can you bring to the role of a custody visitor?
7. Why do you think having custody visitors is important?
8. Please tell us what you think equalities means, and how you would bring your knowledge of equalities into the custody environment?
9. The role brings you into contact with people from a wide range of religious, cultural, racial and socio-economic backgrounds. Can you outline any experience you have of dealing with people from backgrounds other than your own?
10. What do you think you will find the most challenging or difficult part of the role?
11. Do you have concerns about fulfilling the role of a custody visitor?
12. Are you able to be flexible in terms of when you undertake visits to include evenings/nights/weekends on occasion?
13. The membership of a <insert scheme here> based ICV panel aims to reflect the local community, why do you think this is important?
14. Are there any questions you would like to ask?

**Competency Based Questions**

1. Please give an example of a time when you have had to deal with a person who is exhibiting challenging behaviours? Please tell us what the situation was, what you did and what the outcome was.
2. Detainee dignity and wellbeing is at the centre of all custody visitors do. Please give us an example of when you have worked towards the preservation of someone’s dignity or wellbeing in any context and how you achieved your aim.
3. Everything you see and hear in the custody area must remain confidential. Please tell us how you have maintained confidentiality in a professional capacity, i.e. work, volunteering, community work, university, college, school?
4. Independence and impartiality are key skills for a custody visitor. Please give us an example of when you have had to demonstrate independence/impartiality. Please tell us what the situation was, what you did and what the outcome was.
5. Giving effective and sometimes difficult feedback to the force is part of the role of a custody visitor, please give us an example of a time when you have had to provide difficult feedback. What went well? What would you do differently next time?
6. Custody visitors work in pairs as part of a team. Please give us an example of when you have worked as part of a team to overcome a problem. Please ensure you give us the situation, your role in the resolution of the issue as a team member and the outcome.
7. Can you tell us about any experiences you have of dealing with people who are in a stressful situation? How have you dealt with this?
8. One of the main requirements of Custody Visiting is to be able to communicate effectively. You will be expected to listen and ask questions of detainees and police officers during your visits and at the end of the visit you are required to fill in a report form to inform the Scheme Manager how the visit went. Can you give examples of how you have used good communication skills?
9. You will have access to confidential data during custody visits and you will speak to many detainees. Why do you think confidentiality is important in this role, and if you entered a cell and realised it was your family member/neighbour/friend, what would you do?